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Business Domain
HR Tech & Recruitment Platforms

Project Type
AI Guidance Bot

Optimizing Workforce Intelligence Platform with an AI Guidance Bot

Client

The Client operates a global workforce intelligence and capability development platform with significant influence in enterprise and public-sector talent programs. Their platform excels in advanced capability mapping, aptitude testing, and psychometric assessment models to align individuals with roles and development pathways.

Project

An AI Guidance Bot is embedded directly into the client's platform workflow. The Guidance Bot serves as a conversational copilot, helping managers prepare for, conduct, and follow up on alignment conversations. It translates complex assessment data into clear, actionable suggestions while keeping the manager fully in control of the decision-making process.

Objective

Enable managers to confidently conduct capability alignment conversations by transforming complex psychometric, aptitude, and skill assessment data into practical, real-time communication guidance.

Team Reinforcement

To achieve this product change, Intetics strengthened the Client's team with a skilled group focused on the product and delivery process.

The team operated as an extension of the product organization, contributing both technical execution and product thinking. This model allowed the Client to accelerate delivery while retaining full ownership of product vision and roadmap.

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Challenge

The Client invested heavily in collecting high-quality psychometric, aptitude, and capability data. However, the business value of this data was not fully realized during day-to-day users interactions. From a product perspective, several limitations constrained the platform's ability to fully support its users:

High-value assessment data was presented in static formats that required significant manual interpretation by managers.

The product relied on managers to translate complex insights into clear, development-focused conversations without in-product guidance.

Psychometric, aptitude, and skill data lived side by side, but were not orchestrated into a coherent, actionable narrative. Capability heatmaps and reports supported analysis, but not real conversations or decision-making moments.

Quick Facts

✓ Embedded AI assistant within manager workflows

✓ Human-centered, context-aware guidance

✓ Designed for sensitive people data

Technologies:

Amazon Bedrock, OpenSearch, Fargate, Aurora, DynamoDB, Cognito, Lambda, Python, GoLang, React

Solution

★ **01**

The AI Guidance Bot was embedded directly into the existing manager workflow, turning the product from a passive data repository into an active, context-aware assistant. It continuously interprets role requirements, assessment history, psychometric signals, and conversation stage to surface relevant guidance exactly when managers need it.

★ **02**

Instead of automating decisions, the product was enhanced to support better human conversations. The bot provides managers with practical guidance on how to structure discussions, frame feedback, and address sensitive topics in a development-oriented way.

★ **03**

The solution connects hard skills, psychometric traits, and aptitude indicators into a single, coherent narrative. This allows the product to explain not only what capability gaps exist, but why they may exist and how development is most likely to succeed for a specific individual.

★ **04**

To reduce friction without removing accountability, the product delivers clear, explainable recommendations such as suggested capability levels, highlighted assessment gaps, and next-step prompts.

★ **05**

The solution was designed as a scalable product capability rather than a one-off feature. Its architecture supports future enhancements such as real-time meeting assistance, conversational analytics, and deeper planning.

Client Reference

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"Our platform has always been strong in data, but the real challenge was helping managers use that data effectively in real conversations. The Guidance Bot shifted our product from insight delivery to decision enablement. Managers are more confident, alignment discussions happen more consistently, and our customers see clearer development outcomes."

Benefits and Results

★ Human-in-the-loop AI design ensuring trust and adoption.

★ Ethical handling of psychometric data with psychological safety as a core principle.

★ Seamless embedding into existing manager workflows.

★ Clear separation between guidance and decision-making authority

Techstack:

AWS, Python, GoLang, React

Team:

Product Manager / AI Engineer / Backend Engineers / Frontend Engineers / QA